



Lionbridge Telephonic Interpretation

Language support when and where you need it

Telephonic interpretation from the world's leading language service company

In today's global environment, businesses and government depend on language interpretation services to meet the needs of non-English speaking customers and constituents. For companies, effective interpretation opens the door to new markets and new customers. For government, interpretation ensures equal access for all, regardless of language. And in the healthcare arena, the availability of a qualified interpreter can mean the difference between life and death.

When you need language support in seconds, Lionbridge telephonic interpretation is your cost-effective, high-quality solution. Lionbridge provides qualified, tested and trained telephonic interpreters in over 300 languages on a scheduled and on-demand basis. Our pool of thousands of U.S.-based interpreters is available 24 hours a day, 7 days a week, every day of the year. And if your over-the-phone requirements turn into an in-person assignment, Lionbridge has qualified on-site interpreters nationwide to fulfill your request.

A Focus On Customer Needs

Lionbridge's interpretation service managers specialize in meeting your specific requirements, whether you're reaching out to international customers or serving the needs of local individuals with limited English skills. From hard-to-find languages, to subject matter expertise, to security clearances, your Lionbridge program manager will tailor a program that helps you achieve your communication goals.

At Lionbridge, we've put together the right technology to provide you with quick, reliable connections from any phone. And as a Lionbridge customer, you will have online access to a variety of reports to help you monitor usage, manage your interpretation budget, and plan for future needs.

Lionbridge In Action

- + **Major Metropolitan County:** Provide on demand telephonic interpretation across 250 county agencies 24/7/365. Sixty five languages serviced county-wide, thus far.
- + **Multiple facility hospital system:** Provide on demand telephonic interpretation 24/7/365 in hundreds of languages to meet patient needs, including many emergency/urgent care-related requests
- + **Financial Services:** Provide on demand interpretation for a leading provider of financial planning and retirement solution services
- + **Federal government:** Provide interpretation and language monitoring in over one hundred languages to support Federal asylum interviews.



Lionbridge In Action

The Interpretation Experts

Lionbridge has provided telephonic interpreters for over a quarter of a century. Here's what sets Lionbridge telephonic interpretation apart from the rest:

- + The industry's most rigorous testing, covering language ability, interpretation skills, and specific terminology
- + Required ethics and protocol testing for all interpreters, in line with industry standards
- + Comprehensive training to prepare interpreters for all types of calls
- + Regular performance evaluation actual work and customer feedback
- + Robust reporting capabilities: client-facing reporting portal available 24/7/365 with a variety of reports in PDF and Excel forms
- + Dual server technology delivers 99.9% uptime

Top quality interpreters

"Your interpreters do a great job for us."
— Ascensus

"Please pass my kudos to the best Spanish interpreter that I have had the pleasure of working with-ever."
— Dept. of Veterans Affairs

Superior call routing technology

"I tested the system and found it to be very quick and intuitive. I see that, compared to our previous vendor, we will be able to shave 10 seconds off of our average connection time due to the ease of connectivity."
— Dept. of Veterans Affairs

Polished account management

"I wanted to tell you how pleased I am with the professional manner in which you provide service."
— Alameda County

Excellent overall customer experience

"Our representatives are very pleased with the service."
— DuPont

"The interpretation services program is running very well."
— Cubic Transportation

SOLUTION HIGHLIGHTS

+ Business and customer service	+ Insurance
+ Healthcare	+ Finance
+ Federal, state and local government	+ Court and legal proceedings

NEW Global chat support via GeoFluent: Real-time translation on a customizable platform to instantly translate content and live communication into multiple languages.

Why Lionbridge?

Lionbridge interpreters support customer interaction in all industries, from call centers to healthcare to government and the courts. Our programs for testing, training, and evaluating interpreter performance have paved the way for 25 years of proven success. When you choose Lionbridge, you can be sure you will receive an experienced professional interpreter – for any industry, in any language.

Get Started

Visit www.lionbridge.com or email wasinterpretations@lionbridge.com to learn more about language support with Telephonic Interpretation.